

# NCBD News

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## NCBD Update

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### *Commercial Sponsor Reports Now Available*

NCBD 2002 Commercial Sponsor Reports were electronically released on September 16th, 2002. The PDF files are available for download through the NCBD Web site ([ncbd.cahps.org](http://ncbd.cahps.org)) until **October 15th, 2002**.

### *Medicaid Sponsor Reports Online October 15<sup>th</sup>*

Medicaid reports will be available for download from October 15<sup>th</sup> – November 15<sup>th</sup>. Sponsors who submitted chronic conditions data will receive a special version of the report that incorporates those items.

SCHIP and ECHO sponsor reports will be available after mid-November. We encourage all sponsors to visit the Web site to download their reports during the month they are available.

### *Participation in NCBD 2003*

NCBD is already working on data submission for 2003. We plan to have the data specifications available to sponsors by the end of November to aid in planning for 2003 CAHPS projects.

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## NCBD 2002 Chartbook

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We are pleased to announce the release of the *NCBD 2002 Chartbook*, presenting aggregate results from the 2002 NCBD along with the NCBD 2001 results. The Chartbook was electronically distributed in mid-September and can be downloaded as a PDF file by logging on to the link on the NCBD Web site: <http://ncbd.cahps.org/>.

This is the first time we have released national CAHPS survey results in early September prior to distributing the NCBD Sponsor Reports in the

fall. We did this in response to numerous requests for more timely release of NCBD benchmark data for use by CAHPS sponsors and others. We plan to make this an annual process.

The data presented in the *NCBD 2002 Chartbook* include summary-level distributions of survey results in 2001 and 2002 for the following populations:

- Adult Commercial
- Child Commercial
- Adult Medicaid
- Child Medicaid
- Medicare Managed Care

For the Adult Commercial and Adult Medicaid populations, summary-level distributions are also presented by plan model type. Beginning in 2003, the NCBD Chartbook will be expanded to include CAHPS results from State Children's Health Insurance Program (SCHIP) sponsors participating in the NCBD.

NCBD is pleased to note that AHRQ has requested state-level analyses of the data for the *National Healthcare Quality Report* that will be published by AHRQ for the first time in 2003. This report, mandated by Congress, will provide information to policymakers to monitor the Nation's progress toward improved health care quality. NCBD will be following up with sponsors to request permission to use their data for this important publication.

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## 2002 Research Data Files Available

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NCBD will release data files for the 2002 commercial and Medicaid data on **October 11th**. The 2002 database contains results from 219 commercial and 136 Medicaid sampling units for the adult population. For the child population, the database includes results from 10 commercial and 132 Medicaid sampling units. A SCHIP data file

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will be compiled separately and is expected to be available by the end of the year.

Researchers may request access to the data files by following the procedure outlined in the revised NCBD Data Release Policy ([http://ncbd.caahps.org/Data\\_Release\\_Policies.pdf](http://ncbd.caahps.org/Data_Release_Policies.pdf)).

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## Sponsor Spotlight: V8 Coalitions Participate in NCBD 2002

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In a continuing effort to make the NCBD relevant for purchaser use, we worked with business coalition members of the V8 Group of the National Business Coalition on Health (NBCH) to develop several market-specific NCBD sponsor reports in 2002.

The V8 Group uses a common RFI (Request for Information) to solicit bids from health plans. The standardized RFI enables employers to compare health plan performance information across many geographic areas in order to identify best practices. CAHPS is one of the performance measures included in the RFI. Starting in 2002, the V8 Group began requesting all health plans that participate in the RFI to submit their CAHPS data to the NCBD. In an effort to avoid redundancy, health plans already submitting to NCBD on their own or through another sponsor (such as the U.S. Office of Personnel Management) do not have to send a duplicate submission.

In 2002 we produced NCBD reports for 8 coalitions and 2 national employers, General Motors and Marriott International. The coalitions receiving market-specific reports are:

- Colorado Business Group on Health
- Gateway Purchasers for Health (St. Louis)
- Hawaii Business Health Council

- Indiana Employers Quality Health Alliance
- Midwest Business Group on Health (Chicago)
- Pacific Business Group on Health (California)
- Pittsburgh Business Group on Health
- South Central Michigan Health Alliance

These coalitions are planning to share the information from the NCBD reports with their employer members and health plans, to identify superior performance as well as opportunities for improvement. We look forward to continuing to work with the V8 Group and other business coalitions to support use of comparative CAHPS results for value-based purchasing. Further information about the V8 Group and the standardized RFI can be found at: <http://www.nbch.org/rfi-web.htm>

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## CAHPS 3.0

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The new **CAHPS Survey and Reporting Kit 2002** including the new CAHPS 3.0 questionnaires will be available on the SUN Web site in late October 2002.

As with the current Kit, the CAHPS Survey and Reporting Kit 2002 contains everything that sponsors and vendors need to field a questionnaire, analyze the results, and produce a consumer-friendly report. The CAHPS Kit includes the CAHPS 3.0 health plan questionnaires for adults and children, survey protocols, analytical programs, reporting templates, and related instructions and guidelines.

Each CAHPS survey consists of a set of core items as well as supplemental questions that allow survey sponsors to customize the questionnaires to meet their particular needs and those of the population they are surveying. In

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addition to the core survey items contained in the **CAHPS 3.0 Adult Commercial Survey**, other adult instruments contain the core items as well as a subset of supplemental items that are appropriate for a given payer (Medicaid or commercial) and delivery system (managed care or fee-for-service). Survey users may also add optional supplemental items covering care for chronic conditions, dental care, mental health care, prescription medicine, transportation, interpreter services, claims processing, Medicaid enrollment, cost sharing, coverage by multiple plans, relationships between policyholder and others enrolled in the plan, and topics required for HEDIS and/or accreditation.

**CAHPS 3.0 Child Questionnaires** have been customized for children aged 17 and younger who are covered by commercial plans or Medicaid. New items regarding care for children with chronic conditions have recently been added to the standard questionnaires for children. Optional supplemental items address dental care, prescription medicine, well child care, transportation, interpreter services, claims processing, Medicaid enrollment, coverage by multiple plans, and topics required for HEDIS. The **CAHPS 3.0 Child Commercial Survey** contains only the core items and the new set of items for children with chronic conditions. The other Child instruments contain the core items, the chronic conditions set, and a subset of supplemental questions that are appropriate for the given payer (Medicaid or commercial) and delivery system (managed care or fee-for-service).

The new chronic conditions measures designed to assess the quality of health care for children with special health care needs is the latest enhancement to the CAHPS Child Health Survey 3.0. The measures were developed in conjunction with FACCT through the Child and Adolescent Health Measurement Initiative

(CAHMI). They include screening tools and 15 indicators of health care quality that are designed to be reported directly to consumers and purchasers of care as well as to providers and health plans. While only 15-20% of children have special health care needs, these children consume over 80% of all healthcare dollars spent on children. As one of the most vulnerable populations of children, these measures will help families identify and improve the care for chronically ill children.

**Please note that it is important to use the current version of the survey, especially if you are submitting data to the NCBD.**

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## NCBD Web Site

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Remember to visit the site at <http://ncbd.cahps.org> for general information and updates.